ILG Exam360 Frequently Asked Questions

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What are the minimum system requirements to use the software?

Windows Requirements:

Operating System: Windows 7 or higher

Processor manufactured after 2010 and also Pentium 4 or newer processor that supports SSE2

2048 MB of (RAM)

500 MB hard drive space available

Minimum resolution of 1024 x 768

Ability to connect to the internet

Mac Requirements:

Operating System: OS X 10.9 or higher

Processor manufactured after 2010 and also Pentium 4 or newer processor that supports SSE2

2048 MB of (RAM)

500 MB hard drive space available

Minimum resolution of 1024 x 768

Ability to connect to the internet

Does my laptop need to have an active USB?

Yes, it is recommended that your laptop have an active USB port. Your laptop should have an active USB port if the jurisdictions requires a manual backup using a USB device. Additionally, if for some reason the software requires a reinstall at the exam site, an active USB is required.

How do I download and install Exam360?

After paying the software licensing fee, if applicable to your jurisdiction, a link will be made available to the Exam360 download from your user home page. Simply click on the download link and install the software. For a Windows based laptop, if a warning screen appears during installation, click on the option to run the install file anyway. This button may be hidden under the "More Info" link. You might also need to disable your antivirus software during the download and installation process.

How do I log into ILG Exam360?

You should use the same login information, email address and password, you use to log into your user account and select the proper state.

What steps do I need to take in order to be considered registered?

In order to register the software, you must notify the jurisdiction of your intent to take the exam using your laptop, you must pay the software licensing fee, download the software, install the software and complete the before exam tasks including taking the Trial Exam and uploading the Trial Exam.

How do I know if I have the latest version of ILG Exam360?

Prior to the exam, you can always login to Exam360 while you have an internet connection. If there is an update to the software you will be prompted to install the new version. You can do so by logging into your user home page.

Are there any functions on my computer that I should disable before using the software?

Yes, prior to the exam you should disable your antivirus software, screensaver and turn off any sleep mode. If you are using a Mac laptop you should also disable hot corners, touch bar and touchpad gestures.

Does my computer user profile need to have administrator rights?

You will need administrator rights in order to install the software and should have administrator rights when using the software.

What keyboard shortcuts are available?

Windows	Function	Mac
Ctrl + B	Bold	⌘+ B
Ctrl + I	Italic	⌘+ I
Ctrl + U	Underline	⌘+ U
Ctrl + C	Copy	⌘+ C
Ctrl + X	Cut	⌘+ X
Ctrl + V	Paste	⌘+ V
Ctrl + Y	Redo	⌘+ Y
Ctrl + L	Align Left	⌘+ L
Ctrl + E	Align Center	⌘+ E
Ctrl + R	Align Right	⌘+ R
Ctrl + J	Justify Text	⌘+ J

What formatting options will be available?

The following formatting functions are available; however, availability for your specific exam is dictated by the individual jurisdiction. The functions below are options that may be available. The final options available will be included in your Trial Exam. Font Font Size Copy Cut (although we recommend copy/paste to avoid data loss) Paste Undo Redo Bold Italics Underline Left Align Center Right Align Justify Bullets Numbering Spell Check Word Count Character Count.

How do I complete a Trial Exam?

After logging into the software for the first time you will be required to review and complete the Help & Information section as well as the Before Exam Checklist. Once those tasks are complete, you will have access to start the Trial Exam. Click on the Start button to begin work in the Trial Exam Answer Files. Once you've completed your work in the Trial Exam Answer Files you can click the Finish button. You will be prompted to confirm that you wish to exit the exam. Upon exiting the exam, you will be brought to a final instruction screen. Once you've affirmed to reading the final exam statement and exit, the program will be closed.

How do I upload a Trial Exam

Upon reopening the software after completing the Trial Exam, you can click on the Upload button found on the Upload Trail Exam tile.

What do I need to bring with me to the exam?

When you arrive at the exam, you should bring with you your laptop (with battery installed) and power cord. You should consult with the jurisdiction for any other specific requirements and prohibited items.

What do I do if I need to get up from my seat during the exam?

Exam360 provides applicants the option to lock their exam when they are away from their seats. When you return to your seat, you will be prompted to re-enter your personal login password.

What happens if my computer freezes during an exam?

At the exam site, you will be provided with directions for setting up your laptop along with guidance for self-help technical assistance. Following the self-help technical assistance will solve the vast majority of issues. If for some reason the self-help technical assistance does not resolve the issues, you can seek technical support. Please note however, that if you seek technical assistance during the exam, the jurisdiction will not provide any additional time based on your decision to seek assistance.

If something goes wrong with my laptop at the exam, what should I do?

At the exam site, you will be provided with directions for setting up your laptop along with guidance for self-help technical assistance. Following the self-help technical assistance will solve the vast majority of issues. If for some reason the self-help technical assistance does not resolve the issues, you can seek technical support. Please note however, that if you seek technical assistance during the exam, the jurisdiction will not provide any additional time based on your decision to seek assistance.

Will there be technical support available at the exam?

Yes, technical support will be available during set up for the exam, during the exam and following the exam. If for some reason your laptop experiences technical difficulties during the exam, you can seek technical assistance; however, you will be taking time away from the administration of the exam. Jurisdictions will not provide you additional time in order to seek technical assistance with your laptop.

Will I need to do a USB backup at the exam?

Backup procedures are unique to each jurisdiction. You should consult with the individual jurisdiction to determine if you will need a USB backup at the exam.

How do I know if my answer files were uploaded?

Once your answer files are uploaded you will receive an upload confirmation on screen. Additionally, you can click on the "My Account " button in Exam360 to check on the progress toward completion of the required tasks, the status of your account and even confirm the confirmation upload date and time by clicking on the "Upload History" tab. Furthermore, you will receive a number of confirmations based upon your preferences (email confirmation or text message or both). You can also log onto your user homepage and confirm your upload status. Please note that with exception to the onscreen confirmation, it could take up to 15 minutes to receive any of the confirmations sent and for your user homepage status to be updated.

What kind of confirmations will I receive after I upload?

Immediately following a successful upload, you will see an onscreen confirmation. Your "My Account" page within Exam360 will also update immediately showing that you have completed all of the required steps for the exam. The "Upload History" tab will also display the date and time you uploaded your answers. Within 15 minutes, based upon your confirmation preferences, you will also receive an email confirmation or text message confirmation or both an email and text message confirmation. Finally your user homepage will display a message confirming your upload.

How do I contact technical support?

You can contact technical support at the exam site, by submitting a technical support ticket either from your user homepage or from the software (preferred method) or by contacting 833-ILG-SUPP (833-454-7877).

My touchpad/mouse stopped working. How do I resolve this issue?

If you are using a Microsoft Windows laptop and have the Windows 10 Creators update and are having mouse/touchpad issues you can follow these instructions for assistance.

1- Open Settings menu.

2- Select System.

3- Under Display menu, locate "Scale and layout" section.

4- Make sure it's set to 100%.

5- Changes will be applied when you Sign out and Sign in again.